GroupWise Mobility Quick Start for Mobile Device Users

MICRO FOCUS

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Your GroupWise administrator has set up the GroupWise Mobility Service to synchronize GroupWise data with mobile devices. This Quick Start helps you understand what to expect when GroupWise data is synchronized with your mobile device.

Supported Mobile Devices

The GroupWise Mobility Service supports many popular mobile device operating systems, including Android, Apple, BlackBerry, Windows Phone, and Windows 8 (phone, tablet, and desktop). For device-specific information, see the GroupWise Mobility Service Devices Wiki (http://wiki.novell.com/index.php/GroupWise_Mobility_Devices)

Mobile Device Configuration

After your GroupWise administrator has set up the Mobility system, you must configure your mobile device to communicate with it. Typically, you need to know the following information to configure your mobile device:

- GroupWise email address.
- Password: Depending on how your GroupWise and Mobility systems are set up, you might need to use your GroupWise mailbox password or your network login password for the email account on your device.
- E-mail account type: Use Exchange as the account type, even though you are connecting to GroupWise.
- Domain: The GroupWise Mobility Service does not use the Exchange domain information, so leave this field empty.
- Mobility server IP address or DNS hostname: If your administrator has not given you this information, you can leave this field empty.
- Certificate for a secure connection: If your administrator has not given you this information, you can leave this field empty.

If you have questions about configuring your mobile device, contact your GroupWise administrator.

Initial Synchronization

Initial synchronization is the process of gathering data from your GroupWise mailbox in preparation for synchronizing it to your mobile device.

On many mobile devices, you can configure how much GroupWise data you want to synchronize. You might initially see the expected amount of GroupWise data on your mobile device, or you might see the following default amount of data until the Mobility system processes the synchronization settings from your device.

Contacts	By default, all of your GroupWise *personal* address books, except your Frequent Contacts address book, are synchronized to your mobile device to provide phone numbers for convenient calling. **NOTE:** Even though the GroupWise Address Book is not synchronized to your mobile device, you can still access individual contacts in the GroupWise Address Book, if your mobile device can do a Global Address List (GAL) lookup. As an alternative, you can create a personal address book that is a subset of the GroupWise Address Book to synchronize to your mobile device.
Calendar Items	By default, two weeks of past calendar items and all future calendar items are synchronized to your mobile device.
Emails	By default, one week of past emails are synchronized from your GroupWise Mailbox folder to the In Box folder on your mobile device. GroupWise items in Cabinet folders synchronize later, when you open each folder on your mobile device.
Tasks	By default, two weeks of past tasks, based on the task due dates, and all future tasks are synchronized to your mobile device. Completed tasks, as well as uncompleted tasks, are synchronized.

Phone Messages	By default, three days of past phone messages are synchronized from your GroupWise Mailbox folder to the In Box folder on your mobile device.
Folders	By default, the folders in the GroupWise Cabinet folder, as well as other standard GroupWise folders (such as Sent Items, Work in Progress, Junk Mail, and Trash), synchronize to your mobile device. However, the items in these folders do not synchronize until you open each folder. **NOTE:** The following folders are not synchronized: Tasklist, Documents, POP or IMAP accounts, NNTP Newsgroup accounts, RSS feeds, query folders, and Internet calendar subscription folders. Although the Tasklist folder is not synchronized, individual tasks are synchronized.
Attachments	Attachments synchronize to your mobile device along with items, if they do not exceed the Mobility system size limits. If an item has an attachment that does not synchronize, you are notified.

Synchronization Configuration

After initial synchronization, you can retrieve additional past items by reconfiguring your mobile device. Refer to Help on your mobile device to learn how to change these synchronization settings.

In addition, you can customize some synchronization settings in your GroupWise Mobility Service user account.

1 In a web browser, view the following URL:

`https://mobility_server_address:8120`

Replace *mobility_server_address* with the IP address or DNS hostname of the server where the Mobility Service is installed.

2 Log in to your GroupWise Mobility Service user account.

2a In the **User Name** field, specify the user name that you use to log in to your network.

This might or might not be the same as your GroupWise user name.

2b In the **Password** field, specify the password that you use to log in to your network.

This might or might not be the same as your GroupWise mailbox password.

2c Click **Login** to display the Mobility Settings page.

3 Adjust your GroupWise synchronization settings to change which personal address books are synchronized to your mobile device and to select the default personal address book for your mobile device.

3a Click **GroupWise Settings**.

By default, all GroupWise personal address books are synchronized to your mobile device, except the Frequent Contacts address book.

3b (Conditional) If you do not want to synchronize a personal address book to your mobile device, Ctrl+click it to remove it from the list of address books that are selected for synchronization.

3c In the **Mobility Default Address Book** field, select the personal address book where you want contacts to be added when you add them on your mobile device.

Although it is possible on the GroupWise Settings page to limit the item types that are synchronized between GroupWise and your mobile device, changing the default settings is not recommended.

3d Click **Save**, then click **Home** to return to the User Options page.

4 Adjust your device synchronization settings to change which folders and calendars are synchronized to your mobile device:

4a Click **Device Settings**.

By default, all GroupWise folders are synchronized to your mobile device. However, the items in the folders are not synchronized until you open each folder on your mobile device.

4b (Optional) Deselect any folders that you do not want to synchronize to your mobile device.

4c Click **Save**.

5 Click **Logout** to log out of your Mobility Service user account.

Ongoing Synchronization

After initial synchronization is complete and your mobile device contains all desired data from your GroupWise mailbox, synchronization of items and actions continues, regardless of whether you are working in your GroupWise mailbox or on your mobile device.

Items	Actions That Synchronize
Emails	◆ Send/receive messages ◆ Forward/reply to messages ◆ Mark messages read/unread ◆ Delete messages

Items	Actions That Synchronize
Calendar Items	• Send/receive appointments • Accept/decline appointments • Modify appointments • Post reminder notes
Tasks	• Send/receive/post tasks • Accept/decline tasks • Mark tasks completed • Receive notifications of task completion • Change the due date and priority for posted tasks • Delete tasks
Contacts	• Add new contacts • Delete contacts • Modify contact information, including all contact fields and photos
Phone Messages	• Receive phone messages • Delete phone messages
Folders	• Add/delete folders • Select/deselect folders for synchronization
Attachments	• Forward full attachments even when the attachment size limit has been exceeded (on mobile devices that support Smart Forward functionality)

You might notice that a few items do not synchronize as you might expect. For a list, see "Item Synchronization Issues" in the *GroupWise Mobility Service Readme*.

If you routinely manage GroupWise resources such as conference rooms, check with your GroupWise administrator to see if resource mailboxes are available for synchronization to your mobile device.

More Help

- GroupWise Mobility Service Cool Solutions (https://www.novell.com/communities/coolsolutions/tag/groupwise-mobility-service)
- GroupWise Mobility Service Devices Wiki (http://wiki.novell.com/index.php/GroupWise_Mobility_Devices)
- GroupWise Support Forums (https://forums.novell.com/forumdisplay.php/356-GroupWise)

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